
P&GA Customer Survey

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Brookhaven Science Associates
U.S. Department of Energy



Use of Services

1. Have you used P&GA Services within the past 24 months?

Y-326 (64.2%)

N-182 (35.8%)

T-508 (97%)

2. If No, reasons:

a. I do not have a need for P&GA services in my work	112	44.3%
b. I can do it myself	52	20.6%
c. I use alternative services	4	1.6%
d. My dept./div./program does not budget for them	7	2.8%
e. P&GA services are too expensive	16	6.3%
f. P&GA cannot meet my deadlines	5	2.0%
g. P&GA does not offer the products/services I need	3	1.2%
h. P&GA does not produce the quality of work I require	0	0.0%
i. I was not aware of P&GA services	25	9.9%
j. Other, please specify	29	11.6%

Total Responding: 192 36.6%

Non-Users/Alternative Services

- 3. If you use alternative services, what alternatives are you using (type of service and provider/vendor)**

Most responses described tools used by individuals such as PC, MS Power Point, digital cameras.

Three external sources were named:

- 1. Stony Brook (1) for rapid slide service**
- 2. Kinkos (1) for slides and viewgraphs**
- 3. Brilliant Image (1) for slides from Power Point, or re-photographing work.**

Non-Users/Needed Services

4. If P&GA does not offer the products/services you need, what additional products/services do you need that we should consider offering?

Fast and inexpensive poster preparation for scientific meetings.

CD ROM from print products, electronic documents or from databases, involves scanning or media conversion, indexing, CD ROM mastering. It appears from item 5g that you do have this service.

If I give a drawing to GA they should be able to give me back a file in any common format I specify, including Microsoft products.

Other responses were NA, not sure, or they have the services needed.

Frequency of Use

<u>Service</u>	<u>Freq.</u>	<u>Mod.</u>	<u>Seldom</u>	<u>Not Used</u>	<u>Total</u>
■ Copy Service	61/17.8%	135/39.4%	110/32.1%	37/10.8%	343
■ Offset Printing	22/6.7%	63/19.1%	107/32.4%	138/41.8%	330
■ Photography/Video Prods.	16/4.7%	68/20.12%	102/30.2%	152/45.0%	338
■ Photography/Video Svs.	15/4.5%	52/15.6%	93/27.8%	174/52.1%	334
■ Graphic Design/Illustration	7/2.1%	59/17.3%	107/31.3%	169/49.4%	342
■ Composition/Doc. Svs*	1/0.3%	31/9.4%	65/19.7%	233/70.6%	330
■ Scanning/Imaging Svs.**	9/2.7%	17/5.1%	63/18.8%	247/73.5%	336

* Less than 1/2 FTE dedicated to this activity

** New service in trial period

Reasons for Low Use of Some Services

12. For services used only seldom or not at all, please indicate reasons for not using the service.

a. I do not have a need for P&GA services in my work	253	41.1%
b. I can do it myself	139	22.6%
c. I use alternative services	25	4.1%
d. My dept./div./program does not budget for them	20	3.3%
e. P&GA services are too expensive	61	9.9%
f. P&GA cannot meet my deadlines	19	3.1%
g. P&GA does not offer the products/services I need	6	1.0%
h. P&GA does not produce the quality of work I require	7	1.1%
i. I was not aware of P&GA services	40	6.5%
j. Other, please specify	46	7.5%

Total Responding: 353 67.4%

Users/Alternative Services

13. If you use alternative services, what alternatives are you using (type of service and provider/vendor)?

Use of internet instead of flyers, posters, etc.

Office software applications

Staples for quick turnaround and choice of bindings

Digital cameras for documentation

BERA film service

Fast Photo, Selden, PDF to SUNY

Stony Brook

Nassau/Suffolk Blueprinting

Kinkos

Departmental equipment, digital cameras, scanners, color printers (several responses), P&GA used for high quality/professional work.

Not sure, not used.

Familiarity with Services

14. I am familiar with P&GA products and services.

Strongly Agree	51	14.3%
Agree	228	63.7%
Disagree	68	19%
Strongly Disagree	11	3.1%
Total Responding	358	

Staff Technical Knowledge

15. P&GA staff are technically knowledgeable.

Strongly Agree	124	36.7%
Agree	207	61.2%
Disagree	5	1.5%
Strongly Disagree	2	0.6%
Total Responding	338	

Creativity

16. P&GA staff are creative in meeting my needs.

Strongly Agree	94	29.8%
Agree	203	64.4%
Disagree	16	5.1%
Strongly Disagree	2	0.6%
Total Responding	315	

Responsiveness

17. P&GA staff are responsive to my needs.

Strongly Agree	141	43.1%
Agree	173	52.9%
Disagree	11	3.4%
Strongly Disagree	2	0.6%
Total Responding	327	

Handling of Problems

18. P&GA staff handle problems promptly and with courtesy.

Strongly Agree	153	47.5%
Agree	161	50.0%
Disagree	7	2.2%
Strongly Disagree	1	0.3%
Total Responding	322	

Coordination of Services

19. When my job involves more than one P&GA service group, services are well coordinated.

Strongly Agree	63	25.0%
Agree	181	71.8%
Disagree	6	2.4%
Strongly Disagree	2	0.8%
Total Responding	252	

Pricing

20. The costs of P&GA services are reasonable.

Strongly Agree	13	4.6%
Agree	165	58.1%
Disagree	83	29.2%
Strongly Disagree	23	8.1%
Total Responding	284	

Cost Competitiveness

21. The costs of P&GA services are competitive with those of outside providers.

Strongly Agree	13	5.6%
Agree	128	55.4%
Disagree	73	31.6%
Strongly Disagree	17	7.4%
Total Responding	231	

Turnaround-Time

22. Most of the jobs I bring to P&GA require quick turn-around.

Strongly Agree	113	35.1%
Agree	175	54.4%
Disagree	32	9.9%
Strongly Disagree	2	0.6%
Total Responding	322	

Meeting Deadlines

23. P&GA meets my deadlines.

Strongly Agree	127	39.1%
Agree	184	56.6%
Disagree	13	4.0%
Strongly Disagree	1	0.3%
Total Responding	325	

Quality

24. I am satisfied with the quality of P&GA products and services

Strongly Agree	119	37.5%
Agree	188	59.3%
Disagree	7	2.2%
Strongly Disagree	3	1.0%
Total Responding	317	

Accuracy of Estimates

25. Estimates of the cost of jobs is accurate.

Strongly Agree	46	17.6%
Agree	203	77.5%
Disagree	11	4.2%
Strongly Disagree	2	0.8%
Total Responding	262	

P&GA Technological Capability

26. P&GA is at the industry standard technologically.

Strongly Agree	34	13.6%
Agree	177	70.8%
Disagree	35	14.0%
Strongly Disagree	4	1.6%
Total Responding	250	

Staffing Level

27. P&GA has the appropriate level of staffing to meet my expectations for turn-around.

Strongly Agree	17	6.4%
Agree	189	71.1%
Disagree	48	18.1%
Strongly Disagree	12	4.5%
Total Responding	266	

Use of Red Ball

28. I use the pick-up and delivery service (Red Ball) for Copy Service jobs.

Strongly Agree	101	35.0%
Agree	120	41.5%
Disagree	59	20.4%
Strongly Disagree	9	3.1%
Total Responding	289	

Importance of Red Ball

29. Red Ball pick-up and delivery service is important to me.

Strongly Agree	104	36.1%
Agree	104	36.1%
Disagree	70	24.3%
Strongly Disagree	10	3.5%
Total Responding	288	

Importance of Night Shift

30. The ability of Copy Service to provide overnight (night shift) service is important to me.

Strongly Agree	86	30.3%
Agree	110	38.7%
Disagree	80	28.2%
Strongly Disagree	8	2.8%
Total Responding	284	

Planned Future Use of P&GA

31. If products, services and prices remain the same, over the next year I plan to use P&GA services

More Frequently	45	14.5%
With about the Same Frequency	240	77.2%
Less Frequently	19	6.1%
Not at all	7	2.3%
Total Responding	311	

Users/Needed Services

32. What products and services do you need that are not currently offered by P&GA?

File Output/Printing

Easier access to 1200 dpi printing

Multi-color covers

Better handling of special characters (in ASCII?)

Handling of PC files

Could not handle my document direct, scanned with loss of resolution

Rapid turnaround transparencies (1)

Photo quality graphics printer

Drawing reproduction in-house

DVD mastering service to upload videos and documents into universally readable forms.

Ability to easily and inexpensively reproduce 11x17 format for open spread page from

Pagemaker to GPA print process

Business cards

Users/Needed Services (cont.)

32. What products and services do you need that are not currently offered by P&GA?

Bindery

Get tape bindings in colors

Imaging

Scanning to CD ROM when OCR is not cost-effective

Scanning delays - position open

DVD mastering service

Copy Service

24 hour service, including color copies

Electronic job transmission to high-end printers

Color copies

Lower cost and improve quality of color copies

Users/Needed Services (cont.)

32. What products and services do you need that are not currently offered by P&GA?

Photography

2x2 slides (rapid turnaround) (4)

Microphotography (1)

Assistance in archiving photos, not taken by P&GA

Photoshop editing of digital photos (taken by dept.?)

Low cost video still capture

Option of film for best resolution and natural gray or color balance

Low cost digital proofs

Web access to the photo archive (3)

Archive photos and all images for downloading (free)

Digital copies of all photos ordered for use on web sites and elsewhere

Digitize existing photos or make them easier, less expensive to retrieve them

Photo quality transparencies

Photo archive by dept./group

Users/Needed Services (cont.)

32. What products and services do you need that are not currently offered by P&GA?

Graphic Design

Ability to make very large posters (5 ft. x 10 ft.) to cover a display (non-glossy lamination)

Web page assistance (3)

Provide ability to order services electronically by internet or e-mail

How to Improve

33. Please give us your recommendations on how we might improve our services.

Narrative responses too numerous and varied to summarize. All suggestions will be evaluated to determine feasibility and return on investment. Thank you.

Compliments

33. Please give us your recommendations on how we might improve our services. Complimentary responses.

Narrative responses too numerous to summarize. Compliments will be shared with P&GA staff. Thank you.

Demographics

34. How long have you been with the Laboratory?

Less than one year	20	3.9%
1-3 years	24	4.6%
more than 3, less than 5 yrs.	17	3.2%
More than 5 years	456	88.2%

35. Please indicate your job classification.

Administrative	108	21.0%
Management	59	11.5%
Professional Engineering	130	25.3%
Scientific	104	20.2%
Secretarial	50	9.8%
Technical Exempt	63	12.3%